Product Support Notice

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PSN#	PSN001567u

Original publication date: 14-Sep-2007. This is Issue #1, published 14-Sep-2007. | Severity/risk level: Medium | Urgency: When convenient

Name of problem
Volume spikes up on transfer involving headsets used with 4622SW

Products affected
4622SW R2.4

Problem description
Receive volume spikes up on headsets used with 4622SW sets on R2.4 when an outside call is transferred to another in-house 4622SW set (that is, agent to agent)

Resolution
Resolve with IPT patch R2.605

Workaround or alternative remediation
n/a

Remarks
n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch
n/a

Download
n/a

Patch install instructions | **Service-interrupting?**

n/a | No

Verification
n/a

Failure
n/a

Patch uninstall instructions
n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a

Avaya Security Vulnerability Classification
Not Susceptible

Mitigation
n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
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